

Chapter IV

UDEQ Goals and Objectives

TABLE OF CONTENTS

Department of Environmental Quality Strategic Goals	IV-1
Air Quality	IV-6
Drinking Water	IV-19
Environmental Response and Remediation	IV-36
Radiation Control.....	IV-42
Solid and Hazardous Waste	IV-44
Water Quality	IV-63
Executive Director's Office	IV-80
Office of Human Resource Management	IV-88
Planning and Public Affairs	IV-98
Office of Support Services.....	IV-107
Office of Information Technology	IV-114

**DEPARTMENT OF ENVIRONMENTAL QUALITY
FY 2004 STRATEGIC AND ANNUAL GOALS**

GUIDE TO ABBREVIATIONS
(In Alphabetical Order in Chapter IV)

The following guide highlights the competitive grants awarded to the Utah Department of Environmental Quality (UDEQ) and other priority initiatives, which are included in the award in the Performance Partnership Grant. The abbreviations provide a guide demonstrating how these grants and initiatives have been incorporated into UDEQ's FY 2003 Strategic and Annual Goals found in Chapter IV of this document.

<u>Abbreviation</u>	=	<u>Competitive Grant</u>	<u>Page Location</u>
ASB	=	Asbestos Program/Grant	9
EIMI	=	Environmental Information Management Initiative/Network Readiness Grant	63, 114
LD	=	State Lead Program	9
P2	=	Pollution Prevention Program/Grant	1, 6, 23, 44, 49, 99, 100, 101
RAD	=	Radon Program/Grant	42
RGI	=	Regional Geographic Initiative – Water Quality.....	65

<u>Abbreviation</u>	=	<u>Priority Initiative</u>	<u>Page Location</u>
CBEP	=	Community-Based Environmental Partnerships.	65, 75, 78, 84, 85, 99, 100
EJ	=	Environmental Justice.....	50
SBA	=	Small Business Assistance Program - Air Quality	11, 101, 102
SW	=	Southwest Partnership Initiative	84
UB	=	Uintah Basin	84
WTR	=	Watershed Management Program.....	65, 72, 75, 77, 78
*CPM	=	Core Performance Measure.....	6, 7, 8, 9, 15, 23, 24, 36, 40, 42, 43, 45, 49, 70, 71, 72,73, 76, 78, 79
	*	Please reference CPM Guide in Appendix B page VII-1	

**DEPARTMENT OF ENVIRONMENTAL QUALITY
STRATEGIC GOALS
March, 2003**

ENVIRONMENT

Establish clear, implementable criteria that define excellence in environmental quality, including standards for air, water and soil, and for activities in pollution prevention, cleanups, emissions reductions, public education and cost effectiveness of controls.^{P2}

Measures:

1. Necessary statutes, rules and guidance exist.
2. Regulated customers understand and follow criteria.
3. The non-regulated customers perceive DEQ programs as fair and protective of health and the environment.

Promote a sustainable relationship between economic development and environmental quality.

Measures:

1. Stakeholders participate in the development and implementation of environmental policies and programs.
2. Over time, evaluate environmental data in relation to economic improvements within the region.

Provide leadership in Utah, the western region, and nationally on environmental policy and protection.

Measures:

1. Evaluate the results of DEQ participation in targeted state, regional, and national policy and regulatory discussions. Identify objectives of participation and achievement of objectives.
2. Success of legislative, budget, and policy initiatives identified and supported by DEQ.

CUSTOMER SERVICE

Both internally and externally operate as a customer-oriented agency by focusing on customer service, building trust and problem-solving through cooperative efforts.

- * Recognize that customers include the regulated community, stakeholders, co-workers and all interested parties.
- * Make timely decisions.
- * Improve coordination with internal and external customers.
- * Provide effective communication, timely and accurate information, and clear direction to customers.
- * Encourage public involvement and informed decision-making
- * Involve customers in the rule making process.
- * Work with customers to solve problems.

Measures:

1. Decisions and services provided within mutually agreed-upon time frames which best meet customers' needs, and provides appropriate environmental protection.
2. Customer service feedback.
3. Customer input and feedback during informal and formal stages of rule making.

PARTNERSHIP WITH FEDERAL, STATE, LOCAL AND TRIBAL GOVERNMENTS

Improve the effectiveness and efficiency of statewide delivery of environmental services by strengthening relationships with all levels of government.

- * Work with federal, state, local (including local health departments), and Tribal governments and provide information to plan for and manage the environmental impacts of growth.
- * The Environmental Services Delivery Plan (ESDP) delineates roles and responsibilities, joint goals and objectives, and establishes accountability between DEQ and local health departments and local governments.
- * Focus on teamwork and partnership in identifying and resolving problems.

Measures:

1. Key problems identified by government partners are addressed and solutions developed and implemented.
2. Effectiveness of the Environmental Service Delivery Plan in developing a state/local partnership, coordinating delivery of services, and obtaining adequate resources.
3. Effectiveness of the Performance Partnership Agreement in developing a state/federal partnership, coordinating delivery of services and obtaining adequate resources.

COORDINATION WITH LOCAL HEALTH DEPARTMENTS AND LOCAL GOVERNMENTS

Improve the effectiveness and efficiency of statewide delivery of environmental services by strengthening relationships with local health departments and local governments.

- * Work with local governments and provide information to plan for and manage the environmental impacts of growth.
- * The Environmental Services Delivery Plan delineates roles and responsibilities and establishes accountability between DEQ and local health departments and local governments.
- * Focus on teamwork and partnership in identifying and resolving problems.

Measures:

1. Key problems identified by DEQ and LHDs and local governments are addressed and solutions developed and implemented.
2. Effectiveness of the Environmental Service Delivery Plan in developing a state/local partnership, coordinating delivery of services, and obtaining adequate resources.

EMPLOYEES

The success of the employees determines the success of DEQ. We will maintain a climate and structure in which employees can function to their fullest potential and accomplish the strategic goals of DEQ.

- * Employees are committed to the success of DEQ and recognize their professional responsibility and accountability in meeting the needs of the organization.
- * Employee participation in achieving strategic and annual goals is essential.

- * Teamwork and problem solving are essential.
- * Employees are recognized for their quality work.
- * Provide opportunities for training and professional development
- * DEQ actively promotes wellness.
- * Employees will perceive DEQ as a desirable place to work.
- * DEQ is effective in recruiting and retaining quality employees.

Measures:

1. Employees' feedback and wellness survey.
2. Individual performance standards reflect annual goals, and performance reviews are based on those performance standards.
3. Employees' statements and actions reflect strategic and annual goals and DEQ policies and procedures.
4. Employee recognition programs are in place, utilized, and meet employee and management needs.
5. DEQ has a low turnover rate and is effective in the recruitment of quality new employees.

ENHANCE POLICY MAKERS' (LEGISLATURE, OTHER ELECTED OFFICIALS, AND BOARDS) UNDERSTANDING OF ENVIRONMENTAL ISSUES

Facilitate policy makers as proactive participants in shaping environmental policy.

Measures:

1. Legislators, other elected officials, and Board members are apprised of important environmental policy issues.
2. Relationships with policy makers are developed and understanding of environmental issues enhanced.
3. Policy makers work with DEQ in development and implementation of environmental policy issues.

4. Policy makers' trust in DEQ is developed and enhanced.